

NH ENHANCED 9-1-1 (E911) COMMISSION MEETING MINUTES
September 27, 2019

The NH Enhanced 9-1-1 Commission meeting was held at the IPOC Building, 110 Smokey Bear Blvd, Concord, NH.

Commission Members Present:

Paul Szoc, Chairman	NH Federation of Mutual Aid Districts
George Valliere, Vice Chairman	NH Police Officer
Richard Bailey	Assistant Commissioner, NH Dept. of Safety (DOS)
William Wood, Secretary	NH Division of Fire Standards and Training & EMS, DOS
John Stone	Consolidated Communications
Kathryn Bailey	NH Public Utilities Commission
Scott Brooks	NH Telephone Association
Cecily McNair	Public Member
Henry E. Thomas Jr	NH Association of Fire Chiefs
Doug Hackett	NH Emergency Dispatchers Association
James Valiquet	NH Association of Chiefs of Police
David Caron	NH Municipal Association
Patrick Robinson	Mobile Telecommunications Carriers

Commission Members Absent:

Sandra Teti	Governor's Commission on Disability
Amanda Cormier	Professional Firefighters of NH
Chris Hodgdon	Comcast
Michael Moyer	NH Sheriff's Association

Participants:

Sherry Baker	Administrative Secretary, NH Division of Emergency Services & Communications, (NHDESC), DOS
--------------	--

Mark Doyle	Director, NHDESC, DOS
Steven Lavoie	Director of Administration, DOS
Robert Brown	INdigital
Sean Goodwin	Administrator, GIS, NHDESC, DOS
Timothy Scott	IT Manager IV, NHDESC, DOS
Matt White	Into Tech Manager IV, NHDESC, DOS
Deb Bray	Supervisor IV, NHDESC, DOS
Robert Lussier	Assistant Director, NHDESC, DOS
Jedediah Jackson	Communications Tech II, NHDESC, DOS

1. Approval of the minutes from the June 21, 2019, NH Enhanced 9-1-1 Commission meeting

Chairman Szoc called for approval of the June 21, 2019 meeting minutes. Commissioner Cecily McNair motioned to accept the minutes and Kate Bailey seconded the motion. The minutes were unanimously approved by those present.

2. FY19 Surcharge Receipts

2. A. Financial Report (Steven R. Lavoie, Director of Administration)

1. Discuss year-to-date expenditures & surcharge

- Brief summary of final FY19 surcharge receipts and expenditures.
- Surcharge receipts are on track and the E9-1-1 Fund is healthy.
- Expenditures are in line at this point. The Division does a great job of managing its expenditures.
- No concerns at this point related to expenditures or the fund.

3. Division Reports

3. A. NH Bureau of Emergency Communications (Mark Doyle, Director)

1. Update on Bureau
2. Legislative Update/Kari's Law & Ray Baum's Act/Critical Incident Asset Deployment
3. Update on commission membership (Comcast/NECTA)
4. Discussion with Chairman Szoc re: Commission membership engagement; Post meeting Tour of the PSAP & IPOC – reports from representatives on trends, issues, considerations.

Director Doyle reported the following:

- Review of Department of Safety Emergency Alert System/IPAWS protocols in the wake of the Bedford PD alert.
- Division/SWIC hosted the AT&T quarterly update meeting on FirstNet progress across New Hampshire
- Prep work for the July NASCAR Race
- Attended the NH Association of Chiefs of Police meeting in Center Harbor
- Annual Emergency Alert Advisory Board meeting to discuss policies and review/update current EAS plan
- Marilyn Burkowski, Cartographer III, was honored at the 2019 ESRI User Conference with the ESRI Special Achievement in GIS (SAG) Award for innovative application of mapping, data analytics and leadership in the field of state government.
- PSAP cleaning conducted at both PSAP locations
- Staff members participating in the APCO National Conference in Baltimore
- Met with State Police Communications and DESC Staff to plan for the P25 radio cutover plan
- Division representatives attended the Governor's Task Force update meeting to provide a brief on the progress of prior recommendations.
- Attended the Halias Symposium at UNH with John Stevens
- Spoke with Nashua Area Radio Society, an amateur radio club associated with NH Amateur Emergency Radio Service, who support the Division of Emergency Services and Communications during EOC operations
- Director Doyle volunteered with Director Pendergast and Asst. Director Max Shultz during the United Way Day of Caring at the Friends program in Concord
- Director Doyle, Asst. Director DeNutte and Asst. Commissioner Bailey met with members of the Keene Fire Department to talk about 9-1-1 service improvements

- DESC Employees of the Month:
 - July – Christine Lee & Jim Kowalik
 - August – Beth Drew & Emily-Jane Milligan

3. B. Administration Section (Robert Lussier, Assistant Director)

1. Administration Update
2. Emergency Communication Command Vehicle Event List
3. Wanda Scott (9-1-1 Outreach & Education)

Asst. Director Lussier reported the following:

Public Education Events as follows:

- Manchester Housing Authority Senior Health Fair (Vendor Table)
- Bow Emergency Management

- HSEM Municipal Officials
- Nashua National Night Out

Upcoming Professional Development/Media Relations as Follows:

- Pembroke Academy Students (Presentation & Tour)
 - HSEM Tour – Exchange Students from Madrid, Spain
 - DOT Fall Employee Wellness Day
 - Litchfield FD Open House
 - Rochester Fire Safety Day
 - Bishop Brady High School Health Occupation Students
 - Deering Public Health/Safety Day
 - PAL Youth Haven, Nashua
 - Concord High School
 - Ray School, 2nd Grade Classes Hanover
- FY20-21 budget issues have been challenging for the Administrative section.
 - Working with Human Resources to reclassify a few SJD's in the PSAP and Information Technology department.
 - Contract amendment for Motorola to provide redundancy for the WAVE system is with the Attorney General's office.
 - Completed interviews for the Peer Support Team and selected the members. Next step is to formally train the team. Excited to have this as a resource for PSAP and State Police dispatch and other local dispatch centers.
 - Replaced a maintenance vehicle and pool car
 - April Nolin completed 2 desk audits, evaluated receipts and is reaching out to vendors if needed.

3. C. Report on Special Projects (Sean Goodwin, GIS Administrator)

1. Status on NHVIEWWW
2. Status on the Wireless Asset Manager
3. Information on DOS GIS Assistance

Sean Goodwin reported the following:

- 146 cell tower panel sets processed for location validation.
- New tower sites on-line
- Incident locator web-map application has been delivered to Deb Bray for her review.
- Finalized Phase 1 GIS architecture for dispatch center mapping platform build out
- ESRI will be on-site in the middle of October to assist in the GIS server and web-core configuration.
- Communication Asset Manager continues to be enhanced and populated with communication site data.

- Seabrook planning area maps for the coming year and the exercise scenario have been reviewed, revised and are being printed/distributed to HSEM.

4. Bureau of Emergency Communications (E9-1-1)

4. A. Report on Data Operations: (Matthew White, Information Tech Manager IV, Data Operations)

1. Update on Mapping and Database activities
2. Update on Emergency Notification System (ENS) replacement
3. Schools Statewide Telephone Emergency Preparedness Project (S.T.E.P.)
4. Update on MLTS Discrepancies and Resolutions

Matthew White reported the following:

- The telephone database contains approximately 663,351 records.
- Partial address conversions have occurred in eight cities and towns affecting a total of 195 customer records.
- The Mapping Database contains 682,917 addressable points.
- The Mapping Database contains 73,548 landmark points.
- The Mapping Database contains 52,297 building footprints.
- The Mapping Database contains 230,738 road segments.
- Emergency Notification System has 27 communities signed up to participate in the system.
- There are currently 312 open MLTS discrepancies; 93 MLTS discrepancies have been closed since the last Commission meeting.
- Continue to provide the PSAP mapping updates on a monthly basis
- Finalizing data collection for the City of Manchester
- Finishing up data processing for the City of Nashua
- Updated all 50 Dispatch CAD sites, with 75 computers with the latest 9-1-1 data
- Currently marketing the ENS software to interested parties. To date, we have 27 subscribers and 220 users
- Completed the follow-up to our original STEP program and revisited all 455 public schools
- Visited eight private/charter schools with one school actively upgrading their VoIP system to be compliant with recommendations.
- Androscoggin Valley Hospital completely replaced their phone system with the capabilities to provide accurate Emergency Response Location (ERL's).
- Wishing the best of luck to Barbara Joyce who retired today after 21 years of service.

4. B. Report on PSAP Operations and Report on Emergency Medical Dispatch: (Deb Bray, Supervisor IV)

1. Update on PSAP operations
2. Agency Call Statistics Report **(Items 2 thru 7 are included in packet)**
3. Hands to Chest
4. Update on transfer times
5. Agency Performance Report
6. ACE Performance Standard Report
7. QI Summary Report
8. Update on Training division

Deb Bray reported the following:

- First time in 25 years we have had 100% success rate with the 7 new hire trainees
- Currently have 7 Telecommunication Specialists I vacancies
- This fall we'll participated in active shooter drill with State Police & Hooksett Police. There will be 4 scenarios: Mall of NH, High School, Concord DMV and UNH Campus. The drill will ensure we are prepared for a real catastrophe.
- Training Department is working on paperwork for APCO certification to become accredited.
- Training Department working on a 4 to 6-hour training for other division employees to take basic police and fire calls in the case of a pandemic situation in the PSAP's.
- Derrick Aumann public outreach with medical field professionals

4. C. Report on Next Generation 9-1-1 Phase I (Tim Scott, IT Manager V)

1. Next Generation 9-1-1, Phase I
2. Next Generation 9-1-1 Future Projects
 - Control Center Text Messaging
 - Interstate Transfers
3. Update on mapping assistance for dispatch centers/GeoLynx
4. Update on Legislation for MLTS 9-1-1 Direct Dial & Location Requirements
5. Update on School Safety Technology Subcommittee (Governor's Task Force on School Safety)
6. Rapid SOS overview & status

Tim Scott reported the following:

- Next Generation 9-1-1, Phase I projects:
 - Working on contract renewal for texting
- Interstate Transfers:

- Proposal for Maine transfers awaiting approval from our legal department
- Vermont is switching over to a new system. Will wait for the completion to continue interstate transfer talks.

- All dispatch centers have been upgraded to a 3Mg network
- Regarding the Ray Baum Act, the FCC is trying to put in place rules and standards for owners, operators, and manufacturers of Multi-Line Telephone System (MLTS) with regard to providing interior location for 9-1-1 calls.
- Upgrade to the next version on our Valor CAD in both PSAP's almost completed.
- School Safety Task Force meets once a month. Currently, we are identifying school buildings which are more than 3 miles away from cell towers. Several schools asking for recommendations.
- CAD user group conference call went well. Next meeting scheduled for January in Laconia.
- Rapid SOS is increasing their services. We are looking at all options, but have no recommendation at this time.

5. Communications Maintenance Bureau (Joshua Mann, Communication Supervisor I)

1. Update on Radio Communications Maintenance

Jedediah Jackson reported the following:

- P25 Project continues to move forward:
- Engaged with vendors to install new radio equipment statewide on mountaintop sites.
- Prepared for and executed radio system cutover to the new equipment.
- Replaced the dispatch consoles used in conjunction with the new radios at all of the dispatch locations.
- As of today we are fully operational on our new radio system.
- Motorola still has a presence in-state to execute final adjustments in an effort to fine tune our system's parameters.
- Planning and executing the installation of consolette radios at all troop stations and in the IPOC as well as getting the WAVE system operational.
- Systems will provide us with ancillary resiliency and expand functionality
- As we ramp down the field operations aspect of our P25 project, we are preparing for several weeks of training scheduled with Motorola in December, January and February in order for us to maintain the new equipment properly.
- Completing this project is eagerly anticipated as its predecessor was installed and used since the mid-90's.
- Communications Maintenance personnel have participated in a number of interoperability scenarios and situations with stakeholders to ensure the needs of their operations were met. Events, among others, include:

- NHMS NASCAR Race
 - Brookline NH's 250th anniversary event
 - Pembroke Old Home Day
 - The Active Shooter Drill at Pease Passport Center
-
- Maintained a robust schedule for routine maintenance to our radio system, shelter equipment, tower microwave equipment, and facilitated an in-shop vehicle service.
 - Identified, classified and remediated issues found at our mountaintop sites.
 - Service in the shop has included the maintenance, repair, or replacement of radios, sirens, lighting, and other equipment for 183 vehicles.
 - Bobby Erskine attended a weeklong course in Massachusetts to obtain his Information Technology Service Unit Leader certification as part of the ICS structure.
 - Liam Hurley and Michael Cadorette assisted John Wynne with replacing and relocating the WBZ 1030 AM receiver antenna on Pack Monadnock.

6. Statewide Interoperability (John T. Stevens, Statewide Interoperability Coordinator)

John Stevens reported the following:

- This past June held a COML Workshop with 19 participants across NH, Vermont and Connecticut.
- In August we held a Cyber Security Perspective for PSAP's webinar.
- September 10th and 11th held a FirstNet seminar at the National Guard Training Center facility in Pembroke. The first day was for public safety in New Hampshire. The second day New England SWICs and their teams attended. Ed Parkinson, Executive Director, from FirstNet and Stacy Schwartz, Vice President for AT&T's Public Safety and FirstNet Division made presentations. Overall the seminar was well received.
- October 21st -25th will hold a COMT Workshop, which is full 16 participants registered.
- November 26th will hold a communications Table Top Exercise that will involve the directors from each division within the Department of Safety. This year DOS Policy 19-001 for Interoperability Exercises was established, which requires each division within the Department of Safety to participate in two internal exercises per year.
- December 4th -5th will hold a COMU functional exercise, which will consist of 3 teams running through 12 COML and 12 COMT trainees over the course of two days. This exercise will provide an opportunity for the trainees to complete all of their required tasks to become certified.

7. Contractor's Report (Robert Brown, INdigital)

1. Report on Network

Robert Brown reported the following:

- INdigital and the leadership of DESC met on 9/12/19 to review the state of the existing systems, industry trends, new technologies and discuss any additional concerns.
- INdigital is scheduled to perform routine annual maintenance for Manchester data center prior to the end of this year.
- Successfully completed the implementation of ESI-Net to ESI-Net integration with the State of Massachusetts
- Submitting our required FCC order 13-158 compliance report for the State of New Hampshire INdigital system.
- Since last report we have had 18 support tickets, 7 were related to no ANI/ALI information.
- Working on new Service Level Agreement (SLA) tracking matrix and graphing.
 - Experienced an Internet outage at Laconia on 6/7 dropping VPN availability for a couple of hours
 - The system (s) continue to operate at a higher than 99.999% uptime

8. Legislative Committee Report

1. Chair

9. New Business

A. Correspondence

10. Next meeting and adjournment

Chairman Szoc called for a motion to adjourn at 1:10 p.m. The motion was seconded by Commissioner McNair and unanimously passed by those present. There were no abstentions.

The next Commission meeting is scheduled for Friday, December 13, 2019, at The Fire Academy Dormitory Classroom 5 & 6.

Enhanced 9-1-1 Commission Meeting
Sept. 27, 2019

William H. Wood, Secretary
Enhanced 9-1-1 Commission